



June 27, 2025

Dear Member,

There has been some recent news about the disclosure of Medi-Cal member information to immigration authorities. We want to reach out directly to you to provide clear information and to reassure you about your health care benefits.

## **Your Privacy and Health Care Are Important to Us**

At CalOptima Health, protecting your personal information is one of our top priorities. We want you to know:

- CalOptima Health and your doctor have not shared your personal information with immigration authorities.
- Every month, in compliance with federal law, the California Department of Health Care Services (DHCS) sends certain Medi-Cal member information to the federal Centers for Medicare and Medicaid Services (CMS). This is a normal part of how Medi-Cal works and includes things like your name, address, date of birth, Medi-Cal ID, and Social Security number (if you provided one).
- Recently, there have been reports that CMS may have shared some Medi-Cal member information with the Department of Homeland Security.

## **Your Benefits and Eligibility Remain the Same**

We want to reassure you that, as of now, there are no changes to your Medi-Cal eligibility or benefits. Your health and well-being are our top priorities.

## **Your Health Care Services**

We encourage you to see your doctor, fill your prescriptions and use the health services you and your family need. CalOptima Health also offers virtual care options. If you prefer, you can use our virtual care options to get care from home or another safe place. To learn more about virtual care options, please see [www.caloptima.org/getcare](http://www.caloptima.org/getcare) or call **1-888-587-8088** (TTY **711**) toll free, 24 hours a day, 7 days a week.

Your Medi-Cal prescription drug coverage also includes mail-order pharmacy services for your convenience. To learn more about Medi-Cal Rx prescription drug coverage and pharmacies that take Medi-Cal, go to [medi-calrx.dhcs.ca.gov](http://medi-calrx.dhcs.ca.gov). Or call the Medi-Cal Rx Customer Service Center at **1-800-977-2273** (TTY **711**). Have your Medi-Cal Benefits Identification Card (BIC) number ready when you call.

## **We're Here for You**

We understand that news like this can be worrying. Please know that CalOptima Health is here to support you. If you have questions or need more information, you can visit our website or call our Customer Service team. We also encourage you to check out helpful resources and frequently asked questions from DHCS at **[www.dhcs.ca.gov/keep-your-Medi-Cal/Pages/Medi-Cal-Immigrant-Eligibility-FAQs.aspx](http://www.dhcs.ca.gov/keep-your-Medi-Cal/Pages/Medi-Cal-Immigrant-Eligibility-FAQs.aspx)**.

At CalOptima Health, we believe everyone deserves high-quality, affordable health care. We are committed to protecting your privacy and supporting you every step of the way.

With care and respect,

CalOptima Health